

Q: Your RFP is written for a fixed bid price, but it would be easier for us to submit a proposal for time and materials with travel as a separate item. Is this something that NWACC is willing to accept?

A: Yes, NWACC will allow a T&M proposal as long as there is a guaranteed maximum/not to exceed price.

Q: Section 1.66 makes reference to the State's shared Technical Architecture Program, however the link appears to be broken. Can you provide the correct link?

A: Attaching the PDF as a separate document next to the questions addendum since the link is unreliable.

Q: Section 2.4 - SERVICE LEVEL GUARANTEES – are we correct in assuming that these apply to the Workday solution, and not the implementation provider?

A: Should the vendor provide solutions or tools that are hosted and/or maintained by the vendor (or third parties contracted with the vendor) that are critical for the project, we would ask that a service level of 98% uptime be present. If there are no such tools/services, please note.

Please ignore 2.4(D).

Q: You recently published IFB-19-006 for the financing of the Workday project. The requested financing is \$4.4m. Since there is an obvious correlation to this project, can you describe how you arrived at that figure?

A: There is some correlation, but nothing should be directly derived the \$4.4m number from IFB-19-006. The financing method will for the entire project will be a combination of lender financing (as described in IFB-19-006) and existing capital streams.

Q: Further, in section 3.2 of IFB-19-006 you specifically require that the financing vendor have a physical location in Benton County. Can an implementation partner offer financing or other unique payment terms as part of this proposal?

A: NWACC will handle financing with the existing requirements within IFB-19-006.

Q: Section 3.6 includes the Workday Inventory module, but the section for Financials Functional Scope on page 46 does not include Inventory. What assumptions should we use for scope?

- a. This is also true for the Projects module.
- b. This is also true for the Recruiting and Learning modules within HCM.
- c. Can you clarify your need for Project Billing?

A: For scope, please use what is included in the Scope found on page 46.

Q: Section 3.7 makes references to Project Team Training as part of the PLAN Stage of the implementation services. Workday typically quotes the core team training. Is there an additional requirement for the implementation partner?

A: It is confirmed that Workday will provide this training. No additional training is required by the vendor.

Q: In section 3.7 you make reference to an “all-inclusive” rate. To generate an “all-inclusive” rate requires the consulting firm to build in all reasonable travel and living expenses to calculate an hourly rate. That rate varies greatly between one-day on-site and five days on-site. Will you consider removing the requirement for “all-inclusive” calculation and move to a model where required travel is approved by NWACC in advance and billed at actual incurred costs?

A: Yes. This is agreeable.

Q: In section 3.8 you describe that “NWACC expects to initiate the implementation project in 2020”. Based on the proposed October contract date, and a likely January start date, you are asking the consulting firms to commit resources today that will not be assigned to your project for 6-9 months. That is unrealistic and not sustainable by any firm. Will you consider alternatives, or moving the naming of key resources to the final negotiation with down-selected vendors?

A: Please provide a timeline for your deployment with an anticipated Workday contract signing before August 1st, 2019.

Q: In section 3.9 NWACC RESOURCES PROVIDED you describe office space but not the institutions project team. In many similar project, the consulting team typically provides 40-50% of the effort on the project. NWACC will be responsible for the remaining effort. If we are to rely on those resources to maintain the pace needed to meet the specified timeline, can you provide information describing the NWACC project team, their commitment to the project, and other elements that can help us understand what to expect?

A: NWACC will provide an Executive Sponsor, Project Lead and various Subject Matter Experts as required. Additionally, NWACC will provide a training coordinator, integration developer, data conversion specialist, reporting developer. These roles will be significantly involved in the lifecycle of the project. A small backfill contingency has been created to ease the burden on areas should the need arise. It would be expected that the vendor supply estimates for the workload for NWACC staff, so there is a common understanding of expectations.

Q: Page 22 describes are requirement stating “the primary implementations services vendor must show that: (1) it has completed an implementation of Workday for a customer that is comparable”. Will the university accept comparable experience on non-Workday projects as a a substitute for meeting this requirement?

A: Prior Workday experience at a comparable institution is required for HCM, Payroll and Finance. Given the relative newness of the Student product, we would accept comparable experience using a different ERP. Please note if the experience is non-Workday, the year in which the work was performed and provide some explanation for how it is applicable to the Workday product implementation.